

Important Notice About Your Utility Bills



LEESBURG
The Lakefront City

The City of Leesburg will begin using an automated telephone system in early June, 2011, to deliver utility payment reminders and to provide customers with simple and convenient access to their utility accounts.

The telephone system will replace mailed notices traditionally sent to customers with delinquent accounts prior to termination of utility service. Therefore, it is very important that the phone number associated with your utility account is up to date. If it has been some time since you have updated your telephone number with us, please be sure to contact Leesburg's Customer Service Department at **352-728-9800** to update your records.



The City of Leesburg requires payments to be made within (20) twenty days from the billing date. If not paid by the due date, the customer is given ten (10) additional days before the services are disconnected. Customers who pay beyond the due date are subject to a 5% penalty.

The automated telephone service will give you a great new option to access your utility account and billing services. The system will allow you to call in and check your account status, verify customer information and even pay bills with a credit card. Here are other options to save you from writing checks each month:

- 1) **Telephone:** Leesburg accepts VISA, MasterCard or Discover payments over the telephone. You may call 352-728-9810 to pay your bill.
- 2) **Automatic bank drafting:** On the back side of your utility bill, you can find information about automatic bank drafting. You must provide us with a voided check and the completed and signed application. Once the information for your checking account is entered into our system, it takes about two months for your bank account to be debited for the first payment.
- 3) **Internet:** Visit our website at www.leesburgflorida.gov to pay with your VISA or Mastercard. Click on Click2Gov and use your PIN number which is located in the upper left corner of your utility bill. This PIN number will allow you to access your account and enable you to make payments online. You also may view and receive your bill online through Click2Gov. Please contact the Customer Service Department to set up this service.

IMPORTANT NOTICE - Effective June 1, 2011, all customers paying with credit cards/debit cards will be charged a \$5 convenience fee per transaction. The fee is necessary because credit card charges cost the City more than \$100,000 per year.